Safety and Welfare of Children and Young People - International Student Welfare Procedure

Policy code:	ST2110
Policy owner:	Director, Student Services and Registrar
Approval authority:	Chief Learner Experience Officer
Approval date:	31 July 2026
Next review date:	29 May 2028

Table of Contents

Purpose 1
Scope 2
Legislative context 2
Definitions 2
Principles 3
Welfare and Accommondation Arrangements 4
Actions 4
- Approving Accommodation and Welfare Providers 4
- Prior to Offer 13
- Confirmation of Enrolment 16
- Transfer To and From Another Registered Education Provider 17
- Termination, Suspension and Cancellation of Enrolment 20
- Termination of Welfare Arrangements 22
- Monitoring Welfare Arrangements 23
- Reporting to Parents/Guardians 26
- Reporting Internally 27
- Student Requests 28

Supporting documents 29
Forms 29
Responsibility 29
Promulgation 29
Implementation 30
Records management 30

Purpose

This procedure establishes and outlines the University's processes for ensuring it meets its duty of care and regulatory obligations in relation to the ESOS Act, Standard 5 of the National Code 2018 and the relevant Child Safe Standards regarding the welfare and care of international students on a student visa who are under 18 years of age while enrolled and studying onshore at Federation University.

Scope

This procedure applies to:

a. All international students aged under 18 years of age at studying at Federation University.

b. All staff who are working with these students. This includes those staff teaching and supporting international students enrolled in any course at Federation University.

Legislative context

- Education Services for Overseas Students Act 2000
- National Code of Practice for Providers of Education and Training for Overseas Students 2018
- The Tertiary Education Quality and Standards Agency Act 2011 (TEQSA Act)
- Higher Education Standards Framework (Threshold Standards) 2021
- Child Safe Standards (Vic) (Updated 1 July 2022)
- National Principles for Child Safe Organisations
- The National Vocational Education and Training Regulator Act 2011
- Standards for Registered Training Organisations (RTOs) 2025
- Migration Regulations 1994

Definitions

Note: definitions throughout this procedure can be accessed via the Policy Glossary.

A further list of definitions **specifically** relevant to this procedure is included below:

Term	Definition
AHN	Australian Homestay Network - contracted supplier of accommodation for under 18 international students.
Confirmation of Appropriate Accommodation and Welfare letter (CAAW Letter)	A document provided electronically, which is issued by the University of intending onshore international students under the age of 18. It confirms the international student's accommodation and welfare arrangements of which the University will be responsible for maintaining.
Confirmation of Enrolment CoE.	A document provided electronically, which is issued by the University to intending onshore international students and which must accompany their application for a student visa. It confirms the international student's eligibility to enrol in the University's courses/qualifications.
Course	Course of education and training. Defined as Course in the ESOS Act.
DHA	Department of Home Affairs
ESOS Act	Education Services for Overseas Student Act 2000 of the Commonwealth of Australia, as amended from time to time.
International Student	A person who holds an Australian student visa and who is under 18 years of age. Defined as an 'overseas student' in the ESOS Act.

	Federation University does not accept international students under 17 years of age.
ISA	International Student Alliance – contracted supplier of welfare support services for under 18 international students.
Offer	International Student Offer Letter and Acceptance Agreement – legally binding document that outlines the conditions of enrolment. Must be accepted by the student and the parent or a person who has custody of the under 18 international student.
National Code 2018	National Code of Practice for Providers of Education and Training for Overseas Students 2018
Nominated Guardian	Nominated Guardians must be a parent, spouse, de facto partner, legal custodian or nominated suitable relative of the under 18 international student. Nominated Guardians are nominated by the parent or a person who has custody of the under 18 international student and are: 1. Aged at least 21; and 2. Of good character, evidenced by providing a police clearance from the countries in which they have lived in for more than 12 months in the past 10 years after the age of 16; and 3. Are an Australian citizen, permanent resident or be eligible to remain in Australia until the overseas student turns 18 years of age or until the overseas student's visa expires (whichever happens first). Where the Nominated Guardian is not an Australian citizen or permanent resident, the Nominated Guardian must have an appropriate visa or have applied for a Student Guardian visa (subclass TU-590). Students with a Nominated Guardian do not require a Confirmation of Appropriate Accommodation and Welfare (CAAW), but are required to complete a Student Guardianship Arrangements (Form 157N). A copy of the completed form should also be attached to the student's application to study at Federation University.
PRISMS	Provider Registration and International Student Management System.
Providers	An organisation which or a person who supplies the University with goods or services, and includes their officers, directors, contractors and their subcontractors. Providers includes third party providers, their agents, related entities and consultants. Providers will be nominated by the University to provide accommodation and welfare support services to under 18 international students.
University	Federation University

Principles

Federation University Australia will admit international students under the age of 18 (minimum age of seventeen (17)) where adequate welfare arrangements have been made. These arrangements must be finalised before the lodging of a visa application documentation.

International students under the age of 18 on arrival in Australia must have approved accommodation and welfare arrangements in place before a student visa can be issued. These arrangements are regulated by the Australian government to ensure student safety and wellbeing.

These requirements are informed by Standard 5 of the National Code of Practice for Providers of Education and Training to Overseas Students 2018, which requires that:

- students under the age of 18 years have appropriate accommodation and welfare arrangements in place prior to applying for a Student visa;
- the arrangements be approved by the Federation University; and
- the arrangements remain in place for the duration of the period of enrolment plus seven days or until the student turns 18.

Welfare and Accommondation Arrangements

The University will only enrol international students who are under 18 years of age at their commencement date if:

a. the student will live in Australia with a parent or Nominated Guardian approved by the Department of Home Affairs (DHA);
b. the student will live in Australia with a relative over 21 years of age and of good character, who has been nominated by a parent or legal guardian and approved by the Department; or
c. the student will live in Australia under accommodation, support and welfare arrangements that have been approved by the University.

The University will not enrol international students who are under 17 years of age at their commencement date under any circumstances.

All students must register their accommodation and welfare arrangements with the University before they accept their Offer.

Actions

Approving Accommodation and Welfare Providers

	Activity	Responsibility	Steps
A	Standards for accommodation providers	Student Services and Registrar	1. Federation University will confirm all residential accommodation providers meet the following standards to be eligible for approval by the University to provide accommodation services to international under 18 students.

			It is the responsibility of the University to ensure that the accommodation meets the requirements of the National Code. a. Accommodation providers must advertise and expressly inform students of all fees (including placement fees and boarding fees) for each calendar year by 30 September of the preceding year. b. Accommodation providers must advertise and comply with their cancellation policies. c. Accommodation providers must confirm a student's placement in writing to the student and to the University no later than two weeks before the commencement of the student's course. d. Accommodation providers must provide to each student and the University, a current and accurate residential staff directory (i.e. residential manager, residential coordinator, security), including an emergency point of contact. e. Accommodation providers must provide a single point of contact for under-18 international students, which must be available 24 hours a day, seven days a week. f. Accommodation providers must ensure that students are picked up and dropped off on arrival and departure days. g. Accommodation providers must provide to each student age and culturally appropriate information on seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse.

			h. Accommodation providers must ensure that: I. the University has access to the student's accommodation prior to the student's arrival; and II. a student's welfare provider has access to the student's accommodation within 48 hours after the student's arrival and at least once every six months thereafter; III. to verify that the accommodation is appropriate to the student's age and needs. i. Accommodation providers must have, and make available on the internet, policies or procedures: I. explaining the fee structure and refund policy for all payments made to the residential provider; II. providing a current list of support staff and their responsibilities towards under 18 international students; III. setting out their expectations of students, including campus rules, room standards and curfews; IV. describing their student complaint handling process, including: • provision to arrange for an alternative room, where the student's existing room is unsuitable, due to a dispute or otherwise; and • avenues for complaint escalation. j. Accommodation providers must make available on the internet a copy of the proposed binding agreement

			to be signed by the residential provider, the student and their parent or legal guardian, or welfare provider. k. Accommodation providers must provide evidence of: I. a documented and comprehensive approach to student orientation; II. regular communication and liaison with students' parents, legal guardians or welfare providers; III. a 24/7 Emergency and Critical incident and phone support strategy, including procedures for follow-up action required in the event of a critical incident; IV. ongoing training for under-18 international student support staff, including supporting data and training materials; and V. compliance with Child Safe Standards; VI. compliance with Working with Children Check (WCC) requirements. VII. Proof of curfew requirements being met upon request l. Within two working days of any request by the University, accommodation providers must provide: I. copies of each binding agreement between the relevant student, parents or legal guardians and the accommodation provider, including the commencement date and end date for the residential arrangement. Such agreements must be dated, signed by all parties and include the accommodation provider contact details; **Note**: The commencement date must be no more than 14

			and no less than 7 days prior to the student's arrival. The end date must not be before the student turns 18. I. a complete list of all past, current and pending University students under the care of the accommodation provider; II. information regarding student complaints. m. Accommodation providers must maintain appropriate and compulsory (guaranteed) insurance cover for the residential provider and students, as determined by the University from time to time and in line with industry expectations.
B	Standards for welfare providers	Student Services and Registrar	1. Federation University will confirm all student welfare providers must meet the following standards to be eligible for approval by the University to provide welfare services to international under 18 students. The University is responsible for the welfare of overseas students at all times and must ensure that providers meet the requirements of the National Code. **Student Management Welfare** providers must: a) have a 24/7 emergency and critical incident and phone support strategy, including procedures for follow-up action required in the event of a critical incident; b) provide a single point of contact for under 18 international students and their parents or legal guardians, which, in the event of an emergency, must be available 24/7; c) verify that each student's accommodation is appropriate to the student's age and needs,

			within 48 hours after the student's arrival, and at least once every six months thereafter; d) have a transparent complaint handling process and, if requested by the University, provide information regarding student complaints; e) within two working days of any request by the University, provide copies of each binding agreement between the relevant student, parents or legal guardians and the welfare provider, including the commencement date and end date for the welfare arrangement. Such agreements must be dated, signed by all parties and include the welfare provider contact details; **Note**: The commencement date must be no more than 14 and no less than 7 days prior to the student's arrival. The end date must not be before the student turns 18. f) ensure that they maintain and are in a position to provide to the University the following records: I. a complete list of all past, current and/or pending University students under the care of the welfare provider; II. a list of the dates of all contact between the welfare provider and current students, including the method of contact (in person or by phone) and a summary of the contact; III. details of students' current and previous accommodation, including addresses and contact numbers; IV. verification that each student's accommodation is appropriate to the student's age and needs, within 48 hours after the student's arrival, and at

			least once every six months thereafter; V. the name and contact details of the nominated individual welfare provider for each current student, and his or her Working with Children Check (WCC) number or clearance reference; VI. copies of reports sent to current parents; VII. copies of all correspondence and documents concerning current students; VIII. current course details for current students; IX. where student consent is obtained, photographs of current students; and X. verification that a student has left Australia, following the termination, suspension or cancellation of their enrolment. g) ensure that all sub-contractors that perform the role of individual welfare provider on behalf of the welfare provider: I. are physically located in reasonable proximity to the student's residential address; II. comply with Working with Children Check (WCC) requirements; III. comply with the Minimum Standards outlined in this procedure; and IV. have legally binding contracts clearly stating: • the terms of their engagement; • services to be performed; • fees; • termination conditions; • confidentiality obligations; • refund of fees and indemnity arrangements; and

			• liability and risk provisions. h) maintain appropriate and compulsory (guaranteed) insurance cover for the provider as determined by the University from time to time and in line with industry expectations. **Student Welfare** Welfare providers must: a) explain the fee structure and refund policy for all payments made to the welfare provider; b) meet all students in person within 48 hours of their arrival; c) maintain regular personal contact with all students, including: I. speaking to students once every week by telephone; and II. meeting students in person; d) provide 24/7 telephone advice and emergency assistance for students; e) provide to each student age and culturally appropriate information on seeking assistance and reporting any incident or allegation involving actual or alleged sexual, physical or other abuse; f) provide additional orientation for students, as appropriate. For example: I. public transport information; II. outlining support services available to students, outside the University; III. assisting students to open a local bank account, if required; IV. assisting students to purchase a SIM card or mobile data plan, if required;

			V. assisting students with personal problems or issues, as they arise; g) send a report to each student's parents or legal guardians within 30 days of the date of student's arrival, including: I. an overview of the student's accommodation facility, including photographs; II. the student's local bank account details, and how to transfer funds directly from the parent or legal guardian to the student; III. the student's local mobile phone number; IV. information on the general welfare of the student, including studies, transport to and from the University, and how the student is settling in; V. the welfare provider's full name and contact details, including the full office address and contact details; and VI. a 24 hour emergency number for parents or legal guardians to call in the event of an emergency. **Student Support and Advocacy** Welfare providers must: a. liaise with students and their residential or homestay provider regarding any student complaints concerning accommodation; b. notify the University of any unresolved grievances concerning students' accommodation; c. represent the student in any discussions with the University, including assisting the student to lodge any complaint to the University; d. sign any documents required to be signed on behalf of

			students' parents or legal guardians

Prior to Offer

	Activity	Responsibility	Steps
A	Organising welfare and accommodation while in Australia	Student / Student's Parent or Legal Custodian	1. Students' Parent or Legal Custodian decides if the international student will be coming to Australia with a Nominated Guardian or if they nominate the University to organise accommodation and welfare arrangements for the student. a. Where a student will be coming to Australia with a Nominated Guardian, a copy of a complete Student Guardianship Arrangements (Form 157N) will be attached to the student's application to study at the University. b. Where the applicant's parent or legal custodian nominates accommodation and welfare support arrangements approved by Federation University, a copy of both signed agreements must be included with their application to study.
B	Required agreements	Student / Student's Parent or Legal Custodian	1. If a student requires University approved accommodation, support and welfare arrangements, the student and their parent or legal custodian must accept the following terms and conditions, which will be detailed in the student's offer of admission: a. The student must agree to: i. continue living in the approved accommodation until

			they are 18 years of age, unless alternative accommodation is approved in writing by the University and a parent or legal guardian, or the student's welfare provider; ii. provide the University with up-do-date records of, and inform the University of any changes to, the student's contact details, including the contact details of the student's parent(s), legal guardian or any adult responsible for the student's welfare; iii. maintain one-to-one contact with their welfare provider, and attend regular phone and face-to-face meetings; and iv. act responsibly, including being aware of their responsibilities under Australian law, and avoid illicit activities and risk-taking behaviour. b. The student must acknowledge that: i. the University is not responsible for any fees and costs associated with their accommodation and welfare arrangements; ii. the University is not legally responsible for the student's actions whilst in Australia; and iii. the University is entitled to withdraw approval for the student's accommodation, support and welfare if

			the student is found to have breached these terms and conditions.
C	Assessment of Student	International Admissions	1. The following will be assessed prior to confirming arrangements with International Admissions for the processing of a Conditional Offer: i. Any possible disadvantages for the student studying under the age of 18. ii. All entry requirements for the chosen course of study will be met including meeting the minimum English Language Requirements for entry into a Federation University Australia course, as per the requirements outlined in the International Admissions Procedure.
D	Confirm welfare and accommodation arrangements	International Admissions	1. The completed Student Guardianship Arrangements (Form 157N) or accommodation and welfare support arrangements are submitted to International Admissions by the parents or approved welfare and accommodation providers prior to an unconditional offer being issued to the student. 2. The student's approved welfare and accommodation arrangements (either form 157N or approved Federation University Providers signed agreements) will be stored in StudyLink against the student's application. 3. International Admissions will confirm that the under 18 conditions on the Offer have been met, and will issue the student with an unconditional Offer.

			4. The accommodation and welfare arrangements will be used to issue the CAAW as applicable once any other conditions of the Offer have been met a acceptance requirements completed as per the requirements outlined in the International Admissions Procedure.

Confirmation of Enrolment

	Activity	Responsibility	Steps
A	Issuing a CoE and CAAW	International Student Compliance	1. On receiving course fee payments and a signed Offer acceptance by both the student and their parent or legal guardian, a Confirmation of Enrolment (CoE) will be issued. 2. If the student will be in Australia under Federation University approved accommodation and welfare arrangements, a Confirmation of Appropriate Accommodation and Welfare (CAAW) will be issued. 3. The CAAW will nominate the start and end dates of when Federation University will accept welfare responsibility for the student. The minimum length of welfare responsibility is the term of the CoE plus seven days, or until the student turns 18 plus seven days. a. These welfare arrangements must be maintained until the student reaches 18 years of age. During this period (including periods of non-enrolment), any changes to accommodation and/or welfare arrangements must be approved by Federation University.

			b. The details for the CAAW will be based on the confirmed accommodation and welfare arrangements, as outlined in the signed agreements with Federation University's approved accommodation and welfare providers.
B	Orientation and induction session on arrival	International Student Advisory/ Retention, Innovation and Student Experience	1. All students under the age of 18 must attend a Under 18's induction session as part of their compulsory orientation, where they will be provided with information on general safety, what to do and who to contact in an emergency, and how to report an incident or allegation of sexual, physical or other abuse. 2. All information provided must be age and culturally appropriate.

Transfer To and From Another Registered Education Provider

	Activity	**Responsibility**	**Steps**
A	Transferring a student from another registered education provider	International Admissions/ International Student Advisory	1. If the University enrols a student under the age of 18 who has welfare arrangements approved by another registered education provider, the University will: a. negotiate the transfer date for welfare arrangements with the other provider, to ensure there is no gap; b. inform the student of their obligation to maintain their current welfare arrangements until the transfer date, or have alternative welfare arrangements approved or return to their home country until the new approved welfare

			arrangements are in place; c. ensure it has written confirmation from the student's parent(s) or legal guardian endorsing the transfer; and d. Where the student is not being cared for in Australia by a parent or relative, confirm it accepts responsibility for approving the student's accommodation and welfare arrangements. These arrangements need to be made through Federation University's approved third party providers for accommodation and welfare
B	Assessment of welfare and accommodation arrangements	International Admissions	1. The completed accommodation and welfare support arrangements, submitted with the student's application to study, to be assessed prior to confirming arrangements with International Admissions for processing of Conditional Offer:
C	Assessment of student	International Admissions	1. The following will be assessed prior to confirming arrangements with International Admissions for the processing of a Conditional Offer for the transfer of a student under the age of 18: 2. All entry requirements for the chosen course of study will be met including meeting the minimum English Language Requirements for entry into a Federation University Australia course
D	Confirm welfare and accommodation arrangements	International Admissions	1. The student's approved welfare and accommodation arrangements (either form

			157N or approved Federation University Providers signed agreements) will be stored in StudyLink, These details will be used to issue the CAAW as applicable.
E	Issuing a CoE and CAAW	International Student Compliance	1. On receiving course fee payments and a signed Offer acceptance by both the student and their parent or legal guardian, a Confirmation of Enrolment (CoE) will be issued. 2. If the student will be in Australia under Federation University approved accommodation and welfare arrangements, a Confirmation of Appropriate Accommodation and Welfare (CAAW) will be issued. 3. The CAAW will nominate the start and end dates of when Federation University will accept welfare responsibility for the student. The minimum length of welfare responsibility is the term of the CoE plus seven days, or until the student turns 18 plus seven days. a. These welfare arrangements must be maintained until the student reaches 18 years of age. During this period (including periods of non-enrolment), any changes to accommodation and/or welfare arrangements must be approved by Federation University. b. The details for the CAAW will be based on the confirmed accommodation and welfare arrangements as per Prior to Offer Section, point E of this procedure.

F	Orientation and induction session on arrival	International Student Advisory Team	1. All students under the age of 18 must attend a Under 18's induction session as part of their compulsory orientation, where they will be provided with information on general safety, what to do and who to contact in an emergency, and how to report an incident or allegation of sexual, physical or other abuse. 2. All information provided must be age and culturally appropriate.
G	Transferring a student from Federation University to another registered education provider	International Student Advisory	1. If a student under the age of 18 who has welfare arrangements approved by Federation University and transfers to another registered education provider, the University will negotiate the transfer date for welfare arrangements with the other provider, to ensure there is no gap and that the student has appropriate welfare in place at all times.

Termination, Suspension and Cancellation of Enrolment

	Activity	**Responsibility**	**Steps**
A	Terminating, suspending or cancelling a student's enrolment	International Student Advisory/ International Student Compliance	1. Where the University terminates, suspends or cancels a student's enrolment, International Student Advisory will continue to monitor the suitability of the accommodation, support and welfare arrangements for that student until: a. the student is accepted by another registered provider who assumes responsibility for approving the student's accommodation, support and welfare arrangements;

			b. the student leaves Australia; c. other suitable arrangements are made for the student; or d. International Student Compliance reports to the Department: I. that it can no longer approve the arrangements for the student; or II. that it has concerns for the student's welfare and is unable to contact the student after making all reasonable efforts to locate the student. 2. Where a students fails to re-enrol in a compulsory semester, International Student Compliance will advise International Student Advisory prior to cancelling the CoE to ensure that International Student Advisory are aware of the student's changed enrolment status and to ensure continuation of accommodation and welfare arrangements until suitable alternative arrangements are made.
B	Appealing a termination, suspension or cancellation of enrolment	International Student Advisory/ International Student Compliance	1. Where a student appeals the termination, suspension or cancellation of their enrolment, International Student Advisory will continue to monitor the suitability of the accommodation, support and welfare arrangements for that student until: a. all internal and external appeals have been exhausted; b. other suitable arrangements are made for the student; or c. International Student Compliance reports to the

			Department that it can no longer approve the arrangements for the student.

Termination of Welfare Arrangements

	Activity	Responsibility	Steps
A	Decision to terminate a CAAW	Director Student Services and Regsitrar/International Student Advisory	1. Federation University's responsibility for welfare arrangements for a student under the age of 18 can only be terminated in two circumstances: a. if alternative welfare arrangements have been put in place; b. where the University can no longer take responsibility for the student.
B	Terminating a CAAW – alternative welfare arrangements	International Student Advisory	1. If alternative welfare arrangements, such as a student's parent, legal custodian, or eligible relative is planning to take over the care of the student, the University must confirm that the new welfare arrangements are formally in place before terminating the CAAW.
C	Terminating a CAAW – University can no longer take responsibility	International Student Advisory / International Student Compliance	1. If the University is unable to contact a student and has concerns for the student's welfare, the University will make all reasonable efforts to locate the student, including implementing itsCritical Incident International Students Procedureand notifying the police and any other relevant Commonwealth or State agencies as soon as practicable. 2. The University will: a. make all reasonable efforts to ensure that the student's parents or legal

			custodian are notified immediately; b. International Student Compliance will notify the Department within 24 hours using the 'Non-Approval of Appropriate Accommodation / Welfare Arrangements' letter through PRISMS.
D	Cessation of a CAAW – Student turning 18	International Student Advisory	1. 10 working days prior to a student turning 18 years of age, International Student Advisory will advise the student's parents/legal guardians that the University will be ceasing to provide the student with accommodation and welfare once the student turns 18 years of age.
E	Emergency disruption to arrangements	International Student Advisory / International Student Compliance	1. If there is a disruption to welfare arrangements or accommodation becomes unsuitable, or there is an emergency, the student's parent or legal guardian must seek and register a new suitable residency as soon as possible. 2. Once the University has approved the new accommodation provider and a new agreement is signed and received, International Student Advisory will notify International Student Compliance of the need to issue an updated CAAW.

Monitoring Welfare Arrangements

	Activity	**Responsibility**	**Steps**
A	Welfare arrangements	International Student Advisory	1. The University cannot delegate to any welfare provider the responsibility of an under 18 student. The University retains the ultimate responsibility for approving and assuring welfare

			arrangements until the overseas student: a. is outside Australia; b. turns 18; c. transfers to another provider's CAAW; or d. enters the care of a nominated guardian approved by the Department of Home Affairs. 2. The University must not state or imply, or permit any third parties to state or imply, that the third party has or shares responsibility for the overseas student's accommodation, support or general welfare.
B	Monitoring of welfare arrangements	International Student Advisory	1. All welfare providers used by students aged under 18 where Federation University has issued a CAAW will be monitored. 2. Following the initial approval review, accommodation providers will be reviewed at least every six months to ensure they continue to meet regulatory and University requirements.
C		International Student Advisory	1. The initial approval review will include a site visit to verify student accommodation. 2. Six monthly monitoring will include: a. site visits b. Written check-ins with the student and accommodation provider (survey) c. Working with Children Check audits for any adult involved in the provision of accommodation and welfare for students under the age of 18 d. interviews with the student and accommodation provider

			e. compliance with Child Safety Standards.
D		International Student Advisory	a. The University will monitor the suitability of a students' accommodation, support and welfare arrangements using the following criteria: a. for accommodation providers: I. checking the accuracy of the student's accommodation details; II. checking that the student's accommodation is within one hour travel time from the campus they are required to attend; III. checking the contact details for the accommodation provider; IV. checking that the accommodation provider has had regular communication and liaison with the student's parents, legal guardians or welfare providers; V. requesting details of any critical incidents and follow-up action; and VI. prior to the student's arrival, and at least once every six months thereafter, directly or indirectly verifying that the accommodation is appropriate to the student's age and needs. b. for welfare providers, checking: I. the contact details for the welfare provider;

			II. that the welfare provider met the student within 48 hours of their arrival; III. that the welfare provider sent a report to the student's parent's or legal guardians within 30 days of the student's arrival; IV. that the welfare provider has maintained regular personal contact with the student, including meetings in person; V. that the welfare provider has confirmed that the student's accommodation is appropriate to the student's age and needs, within 48 hours after the student's arrival, and at least once every six months thereafter.

Reporting to Parents/Guardians

	Activity	**Responsibility**	**Steps**
A	Updating parents/legal guardians on academic progress and welfare issues	International Student Advisory	1. Regular updates on student academic progress and welfare issues should be provided to parents/legal guardians. This can be done either by inviting parents/legal guardians who are living in Australia to attend a meeting or for those who are overseas, arranging a phone interview; or by providing a comprehensive written report on the student's academic progress and welfare status, and if there are any concerns. Reports are to be provided to parents/legal guardians at the conclusion of each term that the student is enrolled in.
B	Reporting welfare concerns to parents/legal guardians	International Student Advisory	1. There may be times where it will be necessary to report welfare concerns to parents/

			legal guardians of students outside of the reporting timeframe as listed in point A, due to concerns surrounding the welfare of a student. This should be done immediately upon becoming aware of a situation which may affect the wellbeing of a student. All necessary welfare supports must be provided at this time to ensure the safety of the student.
C	Additional reporting requests	International Student Advisory	1. Parents/legal guardians can request additional student updates during the student's stay. 2. Requests will be recorded in Point and Click and reports provided in accordance with the agreed request.

Reporting Internally

	Activity	**Responsibility**	**Steps**
A	Reporting of student accommodation and welfare arrangements monitoring	International Student Advisory	1. International Student Advisory will undertake the monitoring of accommodation and welfare arrangements in accordance with these procedures and provide a report to the Director, Student Services and Registrar annually on these activities. 2. The report must provide details of any issues in relation to student accommodation and/ or welfare that had arisen during the preceding 12 months, causes, outcomes and any remedial actions implemented. 3. The report will highlight any potential risks that the monitoring has identified.
B	Review of student accommodation and welfare arrangements	Director, Student Services and Registrar	1. The annual report will be used to inform reviews of all accommodation and welfare arrangements and the

			implementation of any required improvements. This process of continual improvement will assist in ensuring student wellbeing and safety and that the University is meeting its duty of care.
C	Reporting critical incidents involving under 18 students	Staff	1. Where a staff member has identified a critical incident involving an under 18 student, Director, Student Services and Registrar is to be notified as per the Critical Incident Procedure – International Students.

Student Requests

	Activity	Responsibility	Steps
A	Student submits request	Student	1. Student submits a request to International Student Advisory for consideration. The request may include but is not limited to: I. Changes to enrolment; II. Overnight stay requests; III. Leave from Studies IV. Short-term changes to accommodation arrangements, eg. holidaying with parents/ legal guardians.
B	Assessment of request	International Student Advisory International Student Compliance	1. International Student Advisory assess the student's request, considering how the request impacts their welfare, ability to maintain accommodation requirements, ability to maintain academic progression and compliance with their student visas and in accordance to ESOS requirements. 2. As applicable, International Student Advisory will liaise with the student's parents/ legal guardians,

			accommodation and welfare providers and University staff depending on the request. 3. Where an under 18 international student submits a Leave from Studies application through MySC, International Student Compliance will liaise with International Student Advisory prior to any decision being made/action against the application being taken.
C	Communicating outcome of request	International Student Advisory	1. International Student Advisory will advise the student, student's parents/legal guardians and accommodation/welfare providers, and applicable University staff of the outcome of the request. 2. Where the approval of a request requires the student's CAAW to be amended, International Student Advisory will advise International Student Compliance and a new CAAW will be issued.

Supporting documents

- Child Safe Procedure
- Critical Incident Management - International Students Procedure
- International Admissions Procedure

Forms

- Student Guardianship Arrangements Form (Form 157N)

Responsibility

- Chief Learner Experience Officer (as the Approval Authority) is responsible for monitoring the implementation, outcomes and scheduled review of this procedure.
- Director Student Services and Registrar (as the Document Owner) is responsible for maintaining the content of this procedure as delegated by the Chief Learner Experience Officer.
- Manager, International Regulatory Services (Policy Editor).

Promulgation

The Safety and Welfare of Children and Young People - International Student Welfare Procedure will be communicated throughout the University community via:

1. A FedNews announcement and on the 'Recently Approved Documents' page on the University's Policy Central website.
2. Distribution of e-mails to Head of Institute/ University staff.
3. Notification to Institutes.

Implementation

The Safety and Welfare of Children and Young People - International Student Welfare Procedure will be implemented throughout the University via:

1. A FedNews announcement and on the 'Recently Approved Documents' page on the University's Policy Central website.
2. Staff induction sessions.
3. Training sessions.

Records management

Document title	Location	Responsible officer	Minimum retention period
International Student Application & Associated Documents	StudyLink Application	Nominated Officer	Successful Applicants: Seven *Years* from date of *course* completion or withdrawal. Unsuccessful Applicants: One year from date of decision
Letter of Offer/Rejection	StudyLink Application	Nominated Officer	Successful Applicants: Seven Years from date of course completion or withdrawal. Unsuccessful Applicants: One year from date of decision
CAAW	StudyLink	Nominated Officer	Successful Applicants: Seven Years from date of course completion or withdrawal.
Federation University International Student Offer and Acceptance Agreement	StudyLink Application	Nominated Officer	Successful Applicants: Seven Years from date of course completion or withdrawal.

Academic progression and welfare reports	Point and Click	Nominated Officer	Seven Years from date of course completion or withdrawal.